

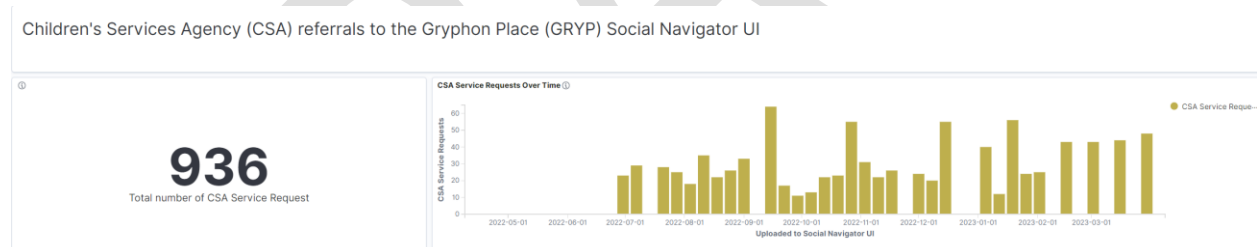
## Active CIE use cases/scenarios in Michigan

### Kalamazoo/Gryphon Place CIE and Children's Services Agency (CSA)

211 partnered with CSA to pilot bi-directional referrals, generated through CSA's central intake, to conduct outreach to families that may require social assistance. The 211 social navigators (SN) securely receive bulk referrals weekly from CSA with community member demographic, contact and circumstance information via CSV file. The file is "ingested" into the Kalamazoo CIE Hub and the pending referrals are added to the social navigators' queue for processing/outreach. The navigators' outreach, assessment and documentation platform enables them to conduct the outreach, and document the initial steps (e.g., the client answered; there was no answer; the client declined assistance, etc.)

If the client accepts assistance, the SN conducts a deeper assessment of needs, queries the 211 resource directory, which is embedded via API in their user interface (UI) and provides referrals which can be communicated verbally, or via text or email. The SN documents the referrals made and conducts follow ups to ensure that services have been delivered. The status of interventions are electronically transmitted back to CSA via CSV file weekly (note: while this is not the preferred method of intake or status sharing, in this case CSA did not have a more sophisticated method to interoperate with the CIE hub)

Since the program's inception, there have been almost 1000 referrals processed.



### Southeast Michigan CIE

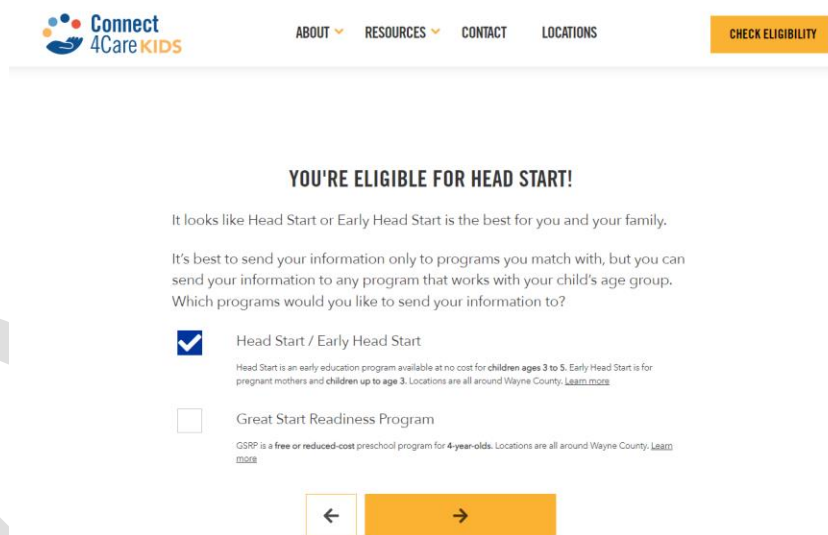
In Southeast Michigan, the CIE is enabling multiple social service interactions with community members via either self-service or advocate-based paths.

- **Transportation:** A program branded as Ride United provides Uber and Lyft rides to community members with various needs, including transportation to work interviews and, in some cases, work locations. The CIE electronically accepts both third party referrals from community agency partners or 211 call center agents. These referrals are added to the United Way for Southeast Michigan's (UWSEM) social navigator queue pending contact with the community member (client). When the SN and the client connect, typically via phone, the SN assists in the process of enrolling the client in the Ride United program. The CIE electronically transmits the client

information via secure API to the transportation service provider partner and the client is then authorized to begin requesting rides. The CIE receives daily ride summaries from the provider to enable lifetime program management “caps” and provide cost accounting for funding partners. In 2022, over 35,000 rides were provided to clients.

- Childcare: A program branded Connect4CareKids provides parents/guardians with a self-service, on-line path to search for child care locations across Wayne County, determine their eligibility for various subsidies, select child care locations near their residence or workplace, and securely submit an application to those providers through the CIE. Throughout the entire process, the CIE monitors and aggregates information almost like an e-commerce shopping experience, providing detailed insights into where caregivers might encounter difficulties in completing the application process. The program is available via both text and web, and is offered in English, Spanish and Arabic.

Upon receipt of applications as selected by the caregiver, providers then conduct outreach to the caregivers and work to enroll their children at that location. Since the program’s inception, thousands of applications have been processed through the CIE.



- Financial/Tax Prep Assistance: A program branded Get the Tax Facts provides southeast Michigan community members self-service access to tax preparation assistance. The CIE connects to two major community financial assistance partners in Wayne County via API, and aggregates available appointments into a single, self-service web page.

Showing 8 In-person locations near ZIP code 48202

PREVIOUS 7 DAYS      NEXT 7 DAYS

**Wayne Metro**  
Wayne Metro Lakeshore  
7310 Woodward Avenue  
Detroit Michigan 48202

In-person Appointment  
0.0 miles

Friday, April 14, 2023

9:00 AM   11:00 AM   1:00 PM   2:00 PM   3:00 PM

**Accounting Aid Society**  
Detroit Main Library  
5201 Woodward Ave  
Detroit Michigan 48202

In-person Appointment  
0.0 miles

Saturday, April 8, 2023

2:15 PM

Tuesday, April 11, 2023

5:45 PM

Wednesday, April 12, 2023

1:30 PM   2:15 PM   3:30 PM   4:15 PM   5:00 PM   5:45 PM   6:30 PM

Thursday, April 13, 2023

10:00 AM   10:45 AM   11:30 AM   12:15 PM   1:30 PM   2:15 PM   3:00 PM   3:45 PM   4:30 PM

Friday, April 14, 2023

10:45 AM   11:30 AM   12:15 PM   1:30 PM   2:15 PM   3:00 PM   3:45 PM   4:30 PM

Again, via secure API, the CIE collects the applicant’s demographic and contact information, secures the selected appointment in real time, and passes the information to the chosen tax assistance provider. For tax year 2022, since January 2023 almost 2,000 appointments have been requested.



## Brief Technical Overview

In all these scenarios, the same underlying technology is employed. A CIE “Hub” that is 100% interoperable via RESTful APIs (and, in some cases, via secure messaging or SFTP exchange when the CIE member organization cannot “consume” an API) enables secure bi-directional communication between CIE member organizations. The hubs adhere to all existing and emerging standards (e.g., HL7 v2, Gravity Domain/Intervention codes, LOINC) and are innately intertwined with the 211 statewide resource directory, to enable member organizations to query the directory in real time. The underlying data structure is based on HL7 v4 (aka FHIR) to ensure full interoperability well into the future as well as organize data in consistent patterns (e.g., Patients, Service Requests, Observations, Procedures, etc.) The hubs also integrate with an embedded Business Rules Engine (BRE) enabling modeling of program/service recommendations and/or eligibility by non-technical process owners.